



DCMDE WORKFORCE DEVELOPMENT GROUP

BREAK OUT SESSION

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DCMDE WORKFORCE DEVELOPMENT

- **WELCOME**
- **INTRODUCTION OF WORKFORCE DEVELOPMENT
STAFF**
- **CHANGE OVER THE YEARS**
 - **PERSONNEL**
 - **ORGANIZATION**
 - **BUDGET**



AREAS OF DISCUSSION

- **ROLES AND RESPONSIBILITIES**
- **BUDGET**
- **DAU/COURSE MANAGEMENT**
- **INTERNAL CUSTOMER SURVEY**
- **CUSTOMER SATISFACTION SURVEY**
- **INTERNAL OPERATIONS ASSESSMENT (IOA)**
- **DCMDE-MMJ HOMEPAGE**
- **ON THE HORIZON**

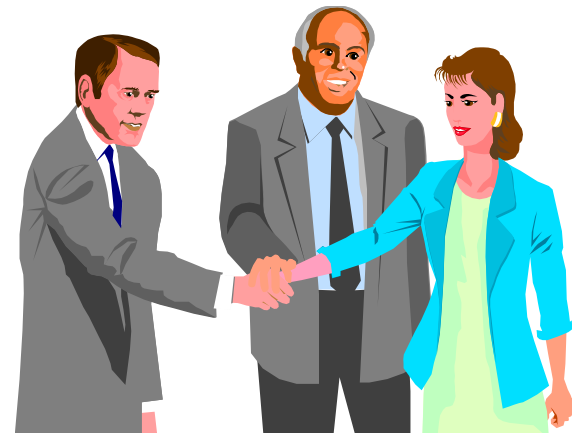




ROLES AND RESPONSIBILITIES

- **DISTRICT WORKFORCE DEVELOPMENT GROUP**
 - **INTERFACE WITH DCMC HEADQUARTERS**
 - **INTERFACE WITH TRAINING COORDINATOR'S**
 - **DEPLOY POLICY**
 - **ESTABLISH PROCEDURES**

- **CAO TRAINING COORDINATOR'S**
 - **VITAL ROLE**
 - **FOCAL POINT FOR TRAINING ACTIVITIES WITH CAO**
 - **INTERFACE WITH DISTRICT**



WORKING TOGETHER WE CAN GET THE JOB DONE



BUDGET

- **TRAINING VALIDATION EFFORT**
 - **PROCESS DEVELOPED OVER THE PAST 2 YEARS**
 - **FINALIZING PROCEDURE FOR FY00**
- **TRAINING EXECUTION PLAN:**
 - **LATE START = LATE EXECUTION FOR FY00**
 - **CORRECTIVE ACTION**
 - **ON TRACK FY00**





DAU/COURSE MANAGEMENT

•DISTRICT PROCESS FOR COLLECTING, ANALZING, AND DISTRIBUTING COURSE QUOTAS

- HROC POLICY
- DISTRICT CRITERIA
- DLA TRAINING APPLICATION



•CAO PROCESS FOR FILLING QUOTAS ALLOCATED FROM DISTRICT

- CAO CRITERIA FOR SELECTING ATTENDEES
 - HOW CAO FITS INTO HROC/DISTRICT LOOP
- ATTRS SHEET
STUDENT TRAVEL REQUESTS
SUBSTITUTION/NO SHOWS



INTERNAL CUSTOMER SURVEY

- **CUSTOMER SATISFACTION:**

- **RESPONSE TIME IN ANSWERING
TELEPHONE/EMAIL INQUIRIES**

- **MANDATING STAFF TO RETURN INQUIRIES
WITHIN 24 HOURS**

- **LACK OF FUNDING FOR TUITION REIMBURSEMENT**

- **TUITION ASSISTANCE AUTHORIZED FOR DAWIA
PURPOSES ONLY**

- **LACK OF DAU QUOTAS**

- **ALLOCATION OF QUOTAS BASED UPON PRIORITY
IN DLA TA**

- **DAU CONTROLS AND ALLOCATES QUOTAS TO
THE SERVICES**



INTERNAL CUSTOMER SURVEY

- **POLICIES/PROCEDURES:**

- **PUBLICATION OF PROGRAM ASSIGNMENTS**

- DCMDE WORKFORCE DEVELOPMENT HOMEPAGE
LISTS PROGRAM ASSIGNMENTS

- **LACK OF DOCUMENTED PROCESSES**

- FLOW CHARTS HAVE BEEN DEVELOPED FOR:
 - DAU/NON-DAU PROCESS
 - TUITION ASSISTANCE
 - QUALITY ASSURANCE EQUIVALENCY AND
CERTIFICATION PROCESSES

- **INSTITUTING TEAMING PROCESS ON ALL
PROGRAMS**

- ENSURING ALL PROGRAMS HAVE BACKUP
COVERAGE

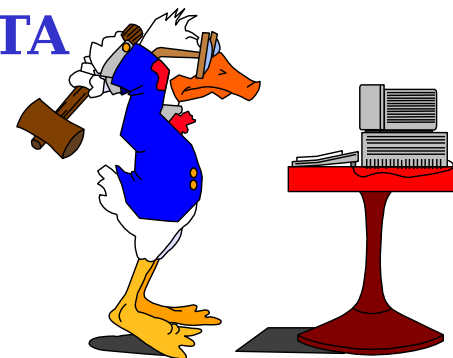


INTERNAL CUSTOMER SURVEY

- **DATABASE VALIDATION:**

- **REQUIREMENTS NOT ENTERED IN SYSTEM**

- **COMMUNICATION WITH THE CAOS ENSURING ALL TRAINING REQUIREMENTS ARE VALIDATED THROUGH THE IDP PROCESS AND THEN INPUT INTO THE DLA TA**



- **SYSTEM TRANSITION PROBLEMS**

- **CONVERSION FROM DBMS TO DLA TA HAS CAUSED SOME PROBLEMS WITH INACCURATE RECORDS**

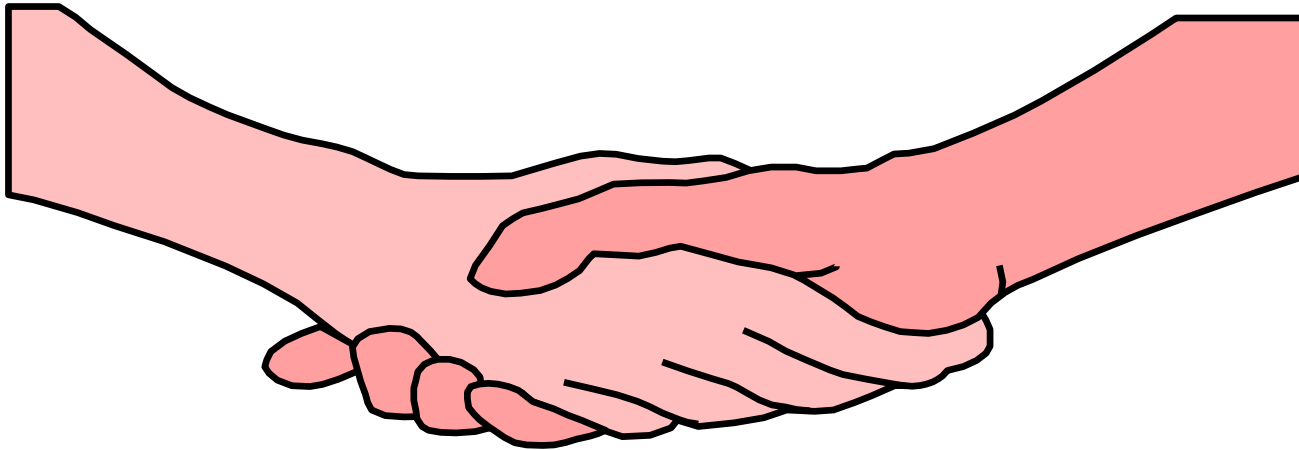
- **COMPUTER HARDWARE INCONSISTENCIES**

- **ALL USERS NOT WORKING IN SAME COMPUTER ENVIRONMENT (I.E. PRINTING AND RUN TIME**



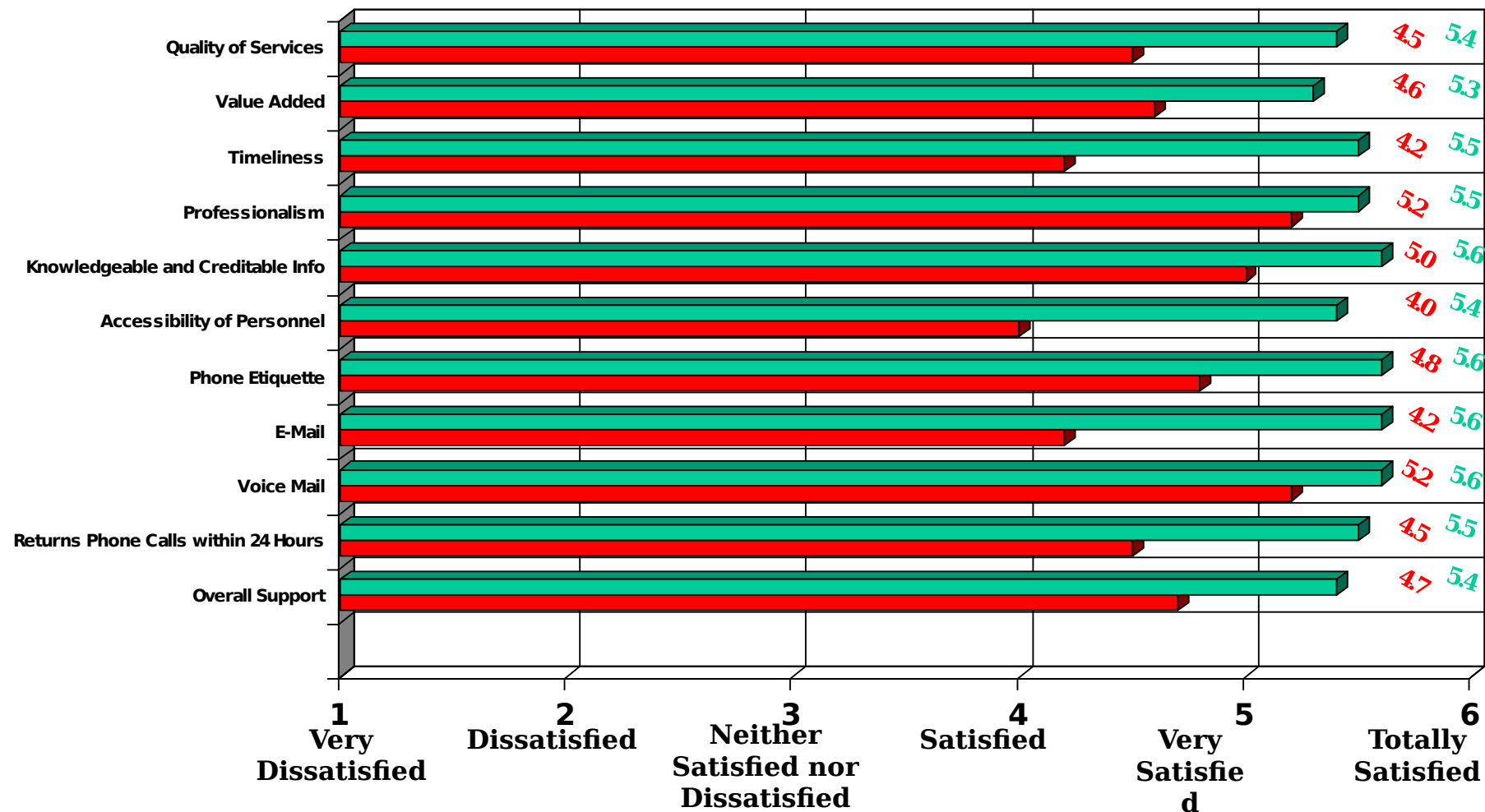
CUSTOMER SATISFACTION SURVEY

- **QUARTERLY TO SELECTED CAO'S**
- **PRIME CUSTOMER - COMMANDER'S AND
TRAINING COORDINATOR'S**
- **EVALUATION OF SERVICE PROVIDED TO YOU**
- **SIGNIFICANT IMPROVEMENT OVER THE PAST FY**





Customer Satisfaction

Nov 98 - Feb 99**Mar 99 - Jul 99**



INTERNAL OPERATIONS ASSESSMENT REVIEW

- **HUMAN RESOURCE/TRAINING**
 - **OVERALL RATING = SATISFACTORY**
- **NOTEWORTHIES:**
 - **DAWIA DATABASE**
 - **COMMUNICATION WITH THE TRAINING COORDINATORS**
 - **WORKFLOW PROCESSES**
- **MINOR CONCERNS:**
 - **SFA DAWIA CERTIFICATION**
 - **IDP INFORMATION NOT MATCHING DLA-TA**





WORKFORCE DEVELOPMENT GROUP HOMEPAGE

- **DCMDE-MMJ HOMEPAGE**

- GENERAL INFORMATION
- WORKFORCE DEVELOPMENT GROUP POINTS OF CONTACT
- HOT TOPICS
- TRAINING OPPORTUNITIES
- DISTRIBUTED/DISTANCE LEARNING
- COMPUTER BASED TRAINING AVAILABILITY
 - Microsoft Office Application for End User and 334's
 - U07 Multifunctional Support to NASA
 - ACQ 101
 - Introduction to Cognos Powerplay/Impromptu



ON THE HORIZON

- **TUITION ASSISTANCE**
- **FULFILLMENT PROCESS**
- **SITE ASSISTANCE VISITS**
- **PROCESS ACTION TEAMS**

